

Benefits of Finance Process Automation

- *Reduce operating costs by over 50% through increased process automation*
- *Improved process compliance*
- *Improve service level compliance by over 70% through advanced monitoring and analytics*

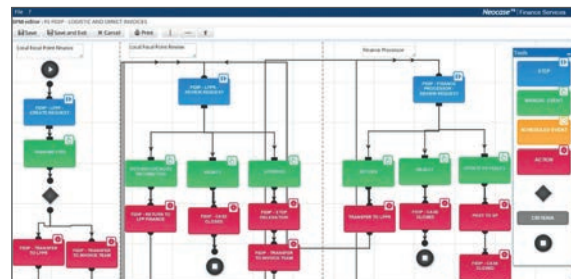
End-to-End Finance Process Automation

Finance Shared Service Centers are often supported by multiple technologies that vary in age, level of automation, integration, and usability. These inconsistencies create automation gaps in which business processes are executed manually or offline through semi-manual processes including email and spreadsheets, resulting in a lack of business insight, lower quality user experience and potentially costly errors.

The Finance Process Automation module in Neocase Finance Power provides the tools to quickly and easily design and build automated end-to-end processes across multiple finance domains, including P2P, supplier onboarding, travel & expenses and more. The module also supports electronic document management for invoices, P.O.'s and contracts.

The Finance Process Automation solution delivers a comprehensive set of tools that enable the non-technical finance process owner to Design, Test, Publish, Analyze and Optimize finance processes that are not automated in existing systems.

These tools include a Smartform Builder, Business Rules and Workflow Engine, and a Visio®-like Graphical Process Builder to enable rapid process configuration and deployment. Connectors and API's enable process-based dialogue with 3rd party finance solutions according to Enterprise architecture standards, and Dashboards and Analytical tools deliver both real-time and strategic insights to support truly effective process management and finance service delivery.



Graphical Process Editor

Those components are:

- **Advanced Graphical Process Builder** — A Graphical Process Builder that allows a finance process owner to design and build a complex process into Neocase, through an easy-to-follow graphical interface, that requires no technical skills to operate. Unique Service Level Agreements (SLA's) can be assigned to each process.
- **Neocase Smart Form Builder** — A Smart Form Builder that enables the process owner to design multiple forms that capture specific data and information for virtually any finance business process.
- **Neocase Workflow Engine** — A Workflow Engine that automates manual work, by driving the business processes according to the assigned SLA, to deliver a high-quality customer experience.
- **Process Activity Dashboards & Monitors** Graphical indicators that enable Service Centre managers to monitor processes in real time, to make tactical changes, based on SLA indicators.
- **Performance Analysis Reports** — Performance Analysis Reports provide business intelligence and strategic insights through root-cause analysis in order to make strategic improvements.
- **Neocase Connectors** — Neocase Connectors that support the integration of these processes to third-party finance solutions for true end-to-end process automation.

The Graphical Process Builder

The Graphical Process Builder is a drag-and-drop style visual mapping tool that enables the non-technical finance process owner to design and build a complex process within Neocase, without having to rely on IT or vendor resources. The Graphical Process Builder integrates with the same tools that later build, publish and analyse the process. A visual process map enables the process owner to more intuitively understand how a process works and where potential bottlenecks lie.

The Finance Process Automation Solution includes two important components that enable effective process management:

Dashboards

Dashboards to support the real-time monitoring of processes against SLA's, with the capability to click through the dashboard graphics into the underlying records, to manage, transfer or escalate in real time.

- For supervisor, real time agent activity with a drill down by team/agent
- Process scorecards
- Processing queue overview
- Business unit indicators
- Subcontractor activity

Performance Analysis Reports

Performance Analysis Reports that measure each Process against a series of Key Performance Indicators (KPI's), and provide the capability to “drill down” through the data to conduct Root Cause Analysis of low performance, in order to make the right decisions to continually improve and optimize each Finance Process.

- Direct Invoice
- Banking Change
- Change Funding Source
- Deposits and Prepayments
- Individual Payment Request
- Invoice Exception
- Reverse Direct Invoice
- Rejected Payments
- Urgent Payment Request
- Payment Card Support
- T & E (Concur Support Desk)
- T & E (Unclaimed Properties)
- T & E Final Expense Report (for term'd employees)
- and many more...

This Finance Process Automation solution enables the Finance Shared Service Centre to fully automate a higher percentage of finance activity, thus gaining new efficiencies and driving down cost of service delivery.